APPENDIX D
NEEDS ASSESSMENT MEETINGS

March 16	Seattle School District
March 29	City Neighborhood Council
April 7	Mayor's Youth Council
April 14	Artists
April 14	SCAN
April 22	Communications Workers of America/International Brotherhood of Electrical Workers
April 28	Public Meeting in Council Chambers
April 29	Media and Democracy Coffee Club
May 21	U.W.
May 25	Involving All Neighbors for the Disabled
May 27	CTTAB
May 28	Technology experts
June 8	Wallingford Senior Center
June 8	BINMIC Action Committee (Includes North Seattle Industrial Assn, Ballard Chamber of Commerce, Seattle Marine Business Coalition, Ballard Terminal Railroad, Port of Seattle, OED, SDOT, and DON)
June 9	Urban League/Minority Executive Directors Coalition
June 22	City Departments
June 24	PSACT
July 26	Public Safety with Seattle Neighborhood Group and its constituents
September 23	Seattle Community College TV
October 7, 2004	City Economic Vitality Sub Cabinet
October 13	Seattle Housing Authority property managers

SUMMARY OF SCHOOL DISTRICT MEETING
MARCH 16, 2004

16 people attended

Needs:
SSD has own fiber network

Issues of filtering sites for kids and preventing outsiders from access to SSD information

Would like static IP addresses at the special education sites

Would like operating funds for channel (channel 26)

Uses for channel: staff development; educational programming; communicating with the wider City: televise Board meetings, School Beat, etc.; show student work on channel; video conference between schools; conversations about race; distance learning

Member of public consortium of fiber – pushing fiber to elementary schools. Would like to do for incremental costs or co-locate on other government owned dark fiber. Fiber will allow for video conferencing among schools.

Ultimately, want interactive capacity when all schools wired; want to be among schools and outside Seattle as well

Would like open access.

Would like Internet discounts for low income students.

Video on Demand will have benefit of permitting downloading of instructional programming on demand, rather than on network schedule.

Service: working with Comcast has been difficult. They took a long time getting service to HQ and to special locations.

Want to do standards based instruction; connect different groups and create co-learning environments.

NEEDS ASSESSMENT DISCUSSION
City Neighborhood Council March 29, 2004

12 people attended; 9 of 13 District Councils represented

Members had questions about the process and the amount of money involved. They also wanted to know what would happen if the City did not approve the franchise renewal.

John Coney, QA, wanted to see PBS multi-casting instead of being limited to one channel.

Chris Leman (Eastlake) expressed concern about the lack of public oversight of the Seattle Channel, other than CTTAB. He suggested that CTTAB add the Channel to its list of responsibilities on the CTTAB website. He noted that not many boards and commissions broadcast their meetings.

Chris also noted that Comcast and Qwest haven't moved their wire to new poles and have a dangerous situation. In addition, the cable is probably damaging the trees. He suggested reviewing the Olympia franchise, which stipulates that if the City undergrounds utilities, Comcast has to pay its own share to underground its cable.

Victor Barry commented that cable was too expensive and that he would like a la carte service.

The group agreed that they would like to invite OCC to another meeting for a more in-depth discussion. (Despite follow through by OCC, no return has been scheduled.)

Community Needs Assessment Discussion
Mayor's Youth Council
April 7, 2004

5 Students attended   CTTAB members: Bill Baron, Maryann Budlong

Internet Blocking/Filtering
Schools sometimes block useful information needed for class work; they even block the
news; inappropriate at high school level.
Teachers should have a way to circumvent the filtering
They block free email sites like Yahoo, and sometimes that is the only access to email
available to a student.
Their parents have not installed internet filtering at home, and they know of few parents
who have.

Comments about Comcast
Too expensive
ATT was faster
Popups, adware and spyware are big problems for these students at home. Since they come
in over the Internet, Comcast should take some responsibility and provide a service to block
them; should provide a firewall, too. This service would be worth $3-5 dollars a month.
Installers should be more courteous.
Wait times are too long on customer service lines.
There are too many TV channels; it's too tempting; you might do nothing but watch TV.
Comcast should price channels separately; e.g., I'll take MTV, but not ESPN.
The on-demand movie service is too expensive.
Pay per view is not very tempting; it's more fun to go to the movies or rent a video.
Comcast's video program guide is too complicated.
More international channels, please; e.g., Anime films.
Future service: song downloads like iTunes.
Can't change the home page.

The group discussed their beliefs about the many advantages of Instant Messaging as a
useful new means of communication:

Other Uses
Video IM: not very important, except in cases where one's identity might be spoofed.
Avatars/role playing: some interest.
Distance learning will become more important in the future.
Unse Internet for instant messaging, music downloads, emails, doing homework

Issues re video
Older computers don't have the capacity to show video without lags and jerkiness.
It's too complicated to program a VCR.

General Issues
The students demonstrated considerable attention to the cost of services.

One student expressed interest in wireless Internet.
Students in the group averaged 5-10 hours/week of TV, but four hours/day on line
Students expressed concern about media consolidation.

NEEDS ASSESSMENT DISCUSSION
Artists   April 14, 2004

5 people attended at Queen Anne library.

Arts needs:
Connect people, spaces, and arts through technology.
Have and need databases and websites connected to arts content.
Networking between/among arts organizations
Video conferencing with artists for educational purposes
Need server space
Need method of distribution – would like a curated arts channel.
Want electronic program guide for access channels so people will know when arts programs are on.
Want access to a network without having to go through Comcast.
Would like to see arts programs on VOD.
Tacoma provides free broadband for artists' organizations – would like in Seattle. Would be willing to put Comcast logo on information.
Want a virtual network with just arts organizations.
Want a municipal broadband system.
Want to provide interactive performances

Other Comments:
See rebirth of radio.
Appreciate underwriting that Comcast has done in support of arts.
Importance of arts to economic development.
Diane Ragsdale will organize a broader arts task force to discuss broadband issues with the City.
KCTSplus requires artists to give up rights to their content in return for carriage.
SCAN is not seen as potential vehicle for arts, as it is not arts oriented.

Needs Assessment Meeting with Seattle Community Access Network
April 14, 2004; 6p.m.-8 p.m.

SCAN board members discussed the value of and need for a public access station, the history of SCAN, its vision and goals for the public access station, and what it would take realize its goals over the life of a renewed franchise. In order to accomplish SCAN's goals for Seattle's public access station, SCAN requests that the following be incorporated into a renewed franchise agreement with Comcast:

- Bandwidth (SCAN wants the equivalent of at least 2 analog channels; Bushong report calls for four);

- Engineering support to backfeed signals from alternate locations and to provide interactive connectivity among geographically distributed locations;

- Access to Video on Demand (VOD) technologies;

- Annual operating support ($1.00 per subscriber per month);

- Annual capital equipment funding for equipment replacement;

- Donation by Comcast to SCAN of its current 98th Street facility;

- Funds to extend SCAN's current facility to support digital transition and operations;

- Digital equipment and other equipment as detailed on attachment;

- Miscellaneous in-kind services such as an annual bill stuffer and promotion on Comcast website, PSA time on advance tier channels, media storage on VOD servers, and inclusion in electronic viewer guide, etc.

Further details of SCAN requests and the Bushong report can be obtained from SCAN at 206-522-4758. SCAN will work to further identify the costs associated with its requests and will work closely with the Office of Cable Communications during the franchise negotiations to provide any needed information.

NEEDS ASSESSMENT DISCUSSION: CWA/IBEW
April 22, 2004

4 Participants: Reed Roberts, CWA; Raymond Egelhoff, John Snyder, Richard Rogers, IBEW

Comcast broke the unions by outsourcing: when union strength looked good, Comcast closed local call centers; when brought them back, unionization over.

Comcast may have penetrated fire walls in City buildings.

Union priorities: 1) have standards in terms of union employment; 2) safety issues; 3) Internet and telephony to fall under City regulatory authority.

Costs $2400/home past for fiber

Patrick Hunt, CWA in DC available for technical assistance.

NEEDS ASSESSMENT DISCUSSION: CTTAB-CITY COUNCIL PUBLIC MEETING
City Council Chambers
April 28, 2004

Approximately 40-45 people attended; 25 spoke. CTTAB present: Nina Sanders, Huat Chye Lim, Jeff Techico, Michael Daum, Ken Thompson, Bill Baron, Manny Ovena, Ann Robinson; Council members: Jim Compton, Nick Licata; Comcast in audience: Steve Kipp, Janet Turpen

SCAN: Approximately half the people who spoke addressed SCAN: need more than one channel; better equipment, especially as convert to digital; better channel position; on-going system support; problem getting SCAN on Capitol Hill; need more than one facility; want grants for producers; opportunity for special programming: foreign language, gay theme; more staff needed; look at other cities: Austin, Tucson, SF, NYC; SCAN should have 4 channels.

Price: Internet and TV too expensive; price increases have been too steep – as much as 54%;

Discounts: senior, disabled and low-income should be easier to get; want greater discount for seniors and apply to Internet as well; want low income people to get Seattle Channel without having to pay for cable – universal access: take % of bill and put in fund to pay for TV and Internet for low income people; need help with paying cable bill.

Bandwidth: Comcast has limited the amount of bandwidth, while charging the same price; if more bandwidth is wanted, have to pay more. Comcast will not, however, say what the bandwidth limit is.

Quality: has gone down under Comcast.

Consumer protection: should ensure in franchise.

Labor issues: City should consider community labor standards in franchise, as seen in Denver and Detroit.

Compliance: renewal good opportunity to ensure compliance.

Wireless: Comcast not providing connection that would enable greater use of wireless.

Public process: want more opportunity with earlier notice; Urban League offer to co-host with Comcast a community meeting for low income populations with interpreters for non-English speaking populations.

CTTAB Comments: SCAN is important; encourage Comcast to provide hook ups for wireless; need more media outlets, particularly for youth; expand free cable modems for non-profits to any organization that serves a public purpose that provides community access

to technology; want a music channel; because technology changing so rapidly, should reconsider the assumption of a 10 year franchise; need outreach to other PEG operators.

Councilmember Compton Comments: see PEG as incubator for the arts; heard that Comcast needs to contribute to public access; narrow casting important – provide opportunities for under-represented people; very concerned about bandwidth limits: not satisfied with Comcast's response and have written to Attorney General (waiting for response); want two-way connectivity.

NEEDS ASSESSMENT DISCUSSION
Media and Democracy Coffee Club
April 29, 2004

14 people from the Coffee Club attended; CTTAB: Nina Sanders, Bill Baron; OCC: Tony Perez, Jill Novik

City operated broadband system: want City to operate a municipal network to: provide competition; opportunity for community media to distribute work; public emergency notification; function like public utility model and let others do services across – look to Grant, Kitsap, Mason counties; use unused fiber; have re-opener clause in franchise if City owns its own network

City priorities: should reserve bandwidth, interactivity, connectivity; with increased bandwidth, can accommodate more programming; need bandwidth set-asides for public use; protect labor rights. look at economic development from artists.

Radio: need more frequency for community radio – low frequency; run radio on public access dead time.

Public Access: want parity between public and government access; remind Comcast that PEG a competitive advantage over satellite; Bainbridge has a $1 pass-through for public access.

On-line survey: appreciate the survey and would like a second round as a follow up; linked to Reclaim the Media and Media and Democracy Coffee Club.

Question about when to lobby government officials. It was suggested that a good time would be after the Council has had a chance to review the Draft Needs Assessment Report, likely in the early fall.

NEEDS ASSESSMENT DISCUSSION
UNIVERSITY OF WASHINGTON
May 21, 2004

9 people attended

Bandwidth: What is the definition – Comcast has defined it very low.

UW wants to see an increase in upstream bandwidth to 1/2Gbps

Home service downstream speed ok, but upstream very slow

Want to be able to send large emails from home, to be able to conduct business from home

Have found with UW VOD library that the greater the bandwidth, the longer people watch. Higher quality – 1300 Kbps- leads to more time, which makes government more accessible.

The Comcast on demand user interface is too slow

UW anticipates needing more bandwidth for broadcasting and for the upstream side. Want to do more HD productions

PEG: Want a discrete program title on the electronic program guide. They can provide the required schedule 12 weeks ahead.

When TV is all digital, UW needs PEG identified on the "home page" or its equivalent

Not all old tvs get channels in the higher numbers. If Comcast moves PEG to the 80's or 90's they must give cable customers a cable decoder so their sets can receive the channels, otherwise people can't watch PEG.

It is essential to protect access to educational programming.

UW currently has 3 channels and want more channels as more content becomes available on demand.

Emerging convergence consortium of the library, UW, etc, that have on demand libraries.

Want separate channel devoted to emergency broadcasting. Currently Comcast emergency broadcast overrides the UW; want to be able to reach UW campus separately.

On line viewers are younger than their tv viewers.

Comcast has been supportive of UWTV and distributes 2 channels broadly, but would like to be able to distribute all content.

Customer Service Issues: ok with charging different amounts for bandwidth, provided limits are stated up front and there are guarantees and back up for the higher levels. Tiering according to usage is ok.

Comcast should not charge for more than one computer; want to be able to home network.

Other comments: There is too much overlap between providing service and providing content; they should be separate.

Critical to maintain peering – saves time and money.

NEEDS ASSESSMENT DISCUSSION
INVOLVING ALL NEIGHBORS
May 25, 2004

13 people attended.

Price: feels like Comcast is gouging – prices are too high, both TV and Internet
        Would be comfortable with $10-20/month
        Not aware that Basic available; not listed anywhere on website

Customer Service: Not doing a good enough job of informing customers about service changes
        CSR's should not have the expectation that customers understand enough about either TV or Internet to know how to explain a problem
        Because of speech difficulties some people have, the CSR hangs up before customer can get their words out – need a menu choice on the recorded message as for "for Spanish, press 2," that would get them to a person or queue that would permit more time for the customer to talk
        Recorded statements themselves are too fast for everyone to process; not in TTY
        A window more specific than 4 hours for service appointments would be appreciated

Digital Tier: When service becomes all digital, important to have an affordable level
        Digital boxes should be provided for free

Programming: Want a news channel at the lowest level (CNN or MSNBC, e.g.)
        Want a la carte programming
        Want more programs in closed captioning
        Current closed captioned programs cut out in middle of the program; whose fault?
        Want to see more disabled people in TV programs
        Want ads addressed to people with disabilities
        Want to see more signing
        Want closed captioning on the Seattle Channel

NEEDS ASSESSMENT DISCUSSION
CTTAB May 27, 2004

5 people attended

Customer Issues: Can't get support on the phone
        CSR's provide inaccurate information
        Price increases have been too steep
        Want a la carte programming selection

PEG: SCAN does not feel that Comcast is supportive
        SCAN needs digital capacity and HD bandwidth
        SCAN wants more channels
        Want up front grant for the Seattle Channel

Other comments: There are too many shopping programs.
        Want Seattle to be test cases – as get new technology, want Seattle to be first.
        Want increased bandwidth for additional data services.
        Broadband as important as roads and utilities, particularly since all content will be
delivered over IP in the future.
        Need to reserve bandwidth to accommodate future technologies.

NEEDS ASSESSMENT DISCUSSION
Technology Professionals
MAY 28 MEETING

Participants: Senator Maria Cantwell, Greg Maffei, David Docter, Todd Achilles, Regina LaBelle, Councilmember Jim Compton, Bill Schrier, Michael Wellings, Jim DeRoest, Joe Glynn, Surya Mantha, Duncan Howard, Mark Andersen, Michael Markman, Sanford Melzer, M.D., Andy Beers, Rich Lappenbusch, Jonathan Kramer, Ron Johnson, Stacy Baird.
Also attending: Jason Bennett, Jeff Glenn, Jill Novik, Tony Perez, Rona Zevin, Janet Jensen, Brenda Tate, Nancy Glaser, Hugh Ewart, Stan Wu, Amy Weissman, David Keyes

A context was set for the City's interest in future broadband, to create a new kind of civics using electronic media for real time participation that will strengthen communication in public life and invigorate Seattle's economy.

Definition of Broadband
- It used to be another label for cable over a broadband pipe, but that is changing. Now defined as fast deliver of information
- 25 mbps would be good starting point (justified by provision of 2 HDTV channels, voice and data) – this is the floor.
- Broadband defined by both speed and the "always on" component; changes the way you view the services. (example of VOIP in schools) Need to exploit the always on nature
- It really depends on what you are trying to deliver using the pipe. What it is you are trying to do; definition is evolving.
- Definition will vary depending on the applications.
- FCC's definition of 128 kbps has irregular impacts on public policy; need to look at functionality (want to be able to provide high resolution moving picture in real time)
- There's no national policy. Other countries understand economic value. We know how to build the big pipes; the applications will follow. Need leadership for world class platform. Think economic development.
- Need for leadership in City and State to leapfrog the rest of the country - US 13th in world in Broadband and falling fast.
- Seattle can't take advantage of some technologies/content because bandwidth to the home doesn't exist – the local loop infrastructure does not exist. Want to see Seattle be a pilot project for fiber to the home..
- Infrastructure along 4th avenue is great. Most business within 30 yards of fiber. Incredible opportunities for real time collaboration
- There's lots of glass here and people like Seattle Wireless are creating community wireless networks. But where's the demand. Need a call to action among public to feel like spending the money for this kind of broadband system.
- Broadband wireless like Wi-Max and Wi-Fi will provide short term advantage over wired providers and there are issues with wireless reliability. Timing 3-5 years off for Wi-Max to mature, but it has tremendous potential and is scalable.

<u>Application Issues</u>
Sharing IP streams is very efficient for bandwidth per subscribers. PEG does not make sense in IP environment, as channels don't really matter. PEG will come from the headend instead of the TV. There should be a decrease in prices with should lead more, specialized channels. For example if the Seattle Channel is selected, the customer chooses from the Seattle Channel menu stream, which would come directly from the City not from the cable operator. The City will be able to know how many people are viewing and what they are watching.

Because PEG will be based on streams, not channels, the City will need to fight for top placement on the menu screen.

Closeness of the fiber to the home or business is the key issue.

DVR model lessens need for bandwidth, disaggregates channels. On demand will change change consumer behavior.

Lots of interest in VoIP; need a new pricing model. Many issues with taxing VoIP. Phone companies will be encouraging use of DVR. No tax on digital connections.

Phone and video companies will go after each other's market. An issue for Comcast is that a large part of its bandwidth is locked into analog, although this is changing and will move to all digital.

It's all bits and bites over an IP network.

Screen will be like a web page for finding content.

Importance of local peering exchange

Need to get leading bio medical experts on the grid. Health care will bring people here for these services. Must prepare South Lake Union for its biotech future: City will be digging up streets or allowing wires on poles. What should we be putting in those poles and conduits?

<u>Challenges</u>
Challenge is to get high speed network connections to the home, then let multi-services use. Comcast would not longer be needed to deliver content.

IP technology is needed to make the leap.

Wi-max will not solve the last mile issue in next 18 months. Great for loops and backbones but not for last mile.

What can City do to enable technology – want to use infrastructure to foster civic engagement. City should invest in a platform that would enable these new services and get

cooperation from county and state. Need upstream fix if going to have interactivity – get rid of asymmetric system.

There are several alternatives. Fiber is a solution, but not the only solution. Co-ax works if the home is not too far from the node. BPL is not a model for long haul. Ultimately it will be fiber to the home. It will be a long transition period due to the usual obstacles. Nodes must get close enough to homes.

DSL is expanding footprint; lowering prices; providing choice and VoIP will be available.

Keen eye on Wi-Max for solving distance issues with DSL. Allows less dependency on copper loop. Qwest got long loops with low density.

Make Broadband affordable. It's too expensive. Households willing to spend $100 for all services if bundled.

Wireless will always be more expensive and less reliable than wire. Wired networks will always be superior.

Senator Cantwell
On the federal level, there is debate about reopening the Telecom Act of 1996. The important point is to continue to have open access to drive down the costs of technology to consumers. Encouraging competition will be our (Congress) focus.

Regulatory treatment of VoIP – essentially leave it alone so the industry can develop. There are issues of universal service obligations, access etc.

Key question: does the FCC have broad enough definitions for service categories. Existing definitions of service categories such telecommunications, information service may not provide FCC sufficient flexibility to address new services. We need a new framework.

Want to see technology evolve so that a variety of content packages are available; at the same time, how to guarantee access. Need to look at offering of a la carte.

Key issue is how to take advantage of technology to solve problems of access to job training and education – what can broadband do for distance learning and education. Want to see broadband decrease the costs of education through decreasing the amount of time spend in class. This will have more to do with streaming and access, and using the media for ethnic diversity.

At the local level we need to ensure that key institutions have access to broadband.

Comment from participants
Educational content exists, but not the bandwidth for accessing it. We have good connections to schools, colleges and universities but not to the homes. Need high bandwidth to have a good picture and studies show that people stop watching if the video

quality is not good. This has implications for distance learning particularly for upstream interaction.

UW has 2,500 hrs of on demand program offerings in HDTV quality that it wants to make available for free. Not concerned about intellectual property control over content. The problem is that there is no channel to the consumer. Unlike academia, issues of digital rights management and intellectual property rights are important to the entertainment industry.

Broadband has potential for medical education and health care. The barriers to telemedicine are technical. Need more IP as opposed to dial up. We can do home monitoring, reach the homebound, older people asthmatics.

Broadband has tremendous potential for facilitating human interaction through electronic means in educational projects. People can assemble in small collaborative groups.

Federal monies are available through Elementary and Secondary School Act. UW willing to brainstorm with the City about this and other issues.

Concerns expressed about potential loss of City revenue due to changes in telecommunications technology and regulation.

Summary statements to questions posed by Councilmember Compton: What can we do to stimulate the economy and enhance broadband participation in government

Like the idea of the grid competing concept; ubiquitous connectivity with computing power on the network.

Network connections to houses, need the most transparent, upgradeable infrastructure - FTTH.

Revenue can be generated through collaborations on content and make sites useful and exciting.

Broadband is key to economic development. Go for a big investment and become the premier tech city and it will drive businesses to come here.

Broadband is critical. Focus on the platform and the applications will come.

Look to a public/private mix – marry businesses and the City website.

Open up streaming to public use.

Assert leadership and make Seattle famous with this Broadband work. Give it the level of attention you give to the waterfront. Collaborate with other governmental entities to make this happen.

How the service is presented is critical. Use tricks and related to enrich the experience –
look to what Google and Amazon have done. Use streaming and video conferencing.
Make sure you can find what's out there.

Make content relevant to increase interest. Create a small project to determine what people
care about – paying parking tickets, report cards, etc.

Use broadband to manage energy use.

Provide useful, personalized information to citizens: zip code based reports of crime
statistics, land use permits, etc.

Fiber to the home is the Holy Grail

Access to the outlets; access to the cable headend
Can Qwest be talked into peering? Can we make similar arrangements with DSL?
Need more entities with access to the headend

Seattle has an opportunity to create a Broadband vision. Why not the best Broadband
system in the world?

We will use broadband to gather data for efficient use of electricity

SCL have public proceeds to determine use of infrastructure? (Jill I'm not sure of this one,

NEEDS ASSESSMENT DISCUSSION
WALLINGFORD SENIOR CENTER
June 8, 2004

Six people attended. CTTAB present: Nina Sanders

<u>Computer center</u>: In general, the computer center was very highly regarded and appreciated.
It provides the avenue for high speed Internet, so people don't have to have a system at
home.
Seniors do not want to worry about having a home computer that will need repair and the
expense of repair.
Computer center also provides a purpose for getting out of the house, as well as a source of
assistance.
People would like full time staffing at the center and would like to see the City sponsor a
computer help desk for citizens to call in when they are having problems.
Internet provides link to outside world.

<u>Price:</u> Current prices are too high; several people disconnected their cable. They thought
$20/month is about right for broadband Internet.

<u>Senior issues:</u> seniors do not "learn" technology, so need more assistance.
Customers do not know how to answer questions that csr's ask when called.
Medical interface over Internet will be increasingly important.
Mac support is needed, since it is not provided now. Pc's change too much, so Macs are
more standard and easier to use.

<u>General:</u> Internet is essential, although home high speed Internet is not.
Spam is a problem.

NEEDS ASSESSMENT DISCUSSION
BUSINESS GROUP
June 9, 2004

10 people attended with representatives from industrial business owners and organizations, chambers of commerce, for profit and not for profit commercial enterprises.

Concerns: inability to get high speed Internet.

Want to be able to video conference.

Like the idea of a low price for a basic level of Internet, with tiered pricing. The more specialty uses the customer wants, the more they should be willing to pay.

Keep benefits to a minimum to keep from raising rates.

NEEDS ASSESSMENT DISCUSSION
URBAN LEAGUE JUNE 9, 2004

11 people attended, plus staff, CTTAB, and Comcast

Programming; Want soap net
Want programs of local content
Want more African-American programming

Price: Increases have been too steep; have been a prohibition from getting Internet
Technology costs have not been increasing, so rates shouldn't be going up that much.
A la carte should be offered.
Want to see affordable high-definition TV.
Want to see prices lowered for sports programming.

Employment: Want people who speak different languages as csr's and technicians, who
come in to your house.
Subcontractors should include people of color.
Want to see more employees at all levels to be people of color.
Would like partnerships with organizations such as the Urban League which can identify
qualified people for Comcast.

Needs Assessment Discussion
City Technology Council
June 22, 2004

12 people attended.

Concerns with VOIP about 911. Investigate whether VOIP could save City money if used for the telephone system.

Greenwood NSC and Volunteer Park have VOIP.

Would like to have two way meetings from Town Hall and other remote locations.

Possible reverse 911 – inform citizens of public safety situations.

Needs Assessment Discussion
Puget Sound Alliance for Community Technology (PSACT)
Thursday, June 24, 2004

19 people attended.

Community Technology/Education:
For the homeless, high speed Internet is too expensive; want WiFi at shelters to be able to serve low income serve as an attraction for former clients to come back to use services (wireless). Particularly important for women to maintain the social support network.

Want to maintain free internet and cable to be included in next agreement – Internet crucial to community technology centers (ctc) learning component.

Would use TV and Internet for on line and on air learning.

Interest at schools in making these connections; use money from franchise to help this.

Use internet for tests, meeting lists, to connect them to other classroom activities and learning resources; build and maintain social relationships.
Intergenerational learning and learning off hours is very important, so home access is important.

Technology Access Fund curriculum is online; ages 5-18, so students need access to materials. Providing a place with a mix of people in the community centers/npo's is very important. Also this access enables them to stay connected and supported afterwards.

Want multiple static IP address and ability to use this for organization.

Want permission to run a server and use multiple IP's behind the connection. This will help serve educational delivery, running local content for community and virtual private networks pn between learning centers & npo sites.

Goodwill pays about 800/month for T-1 access to Internet and have 384k; can't do streaming video with what they have. Would cost about $160,000/year to stream.

Need ability to deliver video on demand and streaming to our other learning sites and home clients.

Want to make Internet more affordable; charged for amount of bandwidth, and would like to see this eliminated. Non-profits treated as businesses, and have to pay business rate.

Limited budgets preclude evening/weekend hours; would like funding for greater accessibility.

People have computers, but can't afford the connections; $10 would be affordable; cannot afford the $45-55 currently charged for broadband connection. Otherwise, would like to see WiFi.

Could we use VOIP and would like to have that at the centers.
Need to know what's possible to provide good input.

For immigrant populations:
Clients have cable tv to get native language channels. Use Internet to email families in other countries.

Social relationship of centers is very important. Communicating with family they're separated from and bringing together support networks around survival skills and strengthening community.

Adults download government forms, look for jobs and housing, and GED programs. Most of the kids or parents have used something at home, but still they come to the center to download faster or want to listen to news in own language with real player. Students use for budgeting and homework.

Need center connections to help immigrant communities get services and communicate with family at home. They are using cable tv, but not as much high speed internet access at home yet. Native language programs are important.

Use Internet for foreign language newspapers.

Public/Community Access Television:
Want to have a an additional channel for community resources, local content.

Would like cable funded PSAs to let public know about services. Cable companies are making it difficult to air PSAs because the organization now has to buy time at rates for commercial advertising.

Help partnerships with other media outlets (papers, etc).

Concern that one provider limits content.

Interest in satellite public access facilities and partnering with ctc's.

Meeting with Seattle Neighborhood Group
July 26, 2004
Seattle University
Stimpson Room, Lemieux Library

Five members of the Seattle Neighborhood Group ('SNG") attended. The purpose of the meeting was to hear from members about neighborhood safety needs as they relate to the Comcast cable facilities. The SNG mission is to: "partner with residents, businesses, government agencies and other service providers to advocate for safe neighborhoods and to develop strategies that create strong communities".

Among the comments and suggestions were:

- Place closed circuit TV cameras in certain neighborhoods

- Placing cameras in neighborhoods and use streaming media to monitor activity.

- Cost of Broadband is too high

- Broadband Internet access can be provided to low income citizens using Wi-Fi.

- Using GIS over the web to access crime data for specific neighborhoods.

- Use Wi-Fi and other broadband connections to monitor burglar alarms. People could also send duress signals.

- There have been many layoffs due to budget cuts. There are fewer building managers in low-income housing developments. Security groups would like ability to connect (network) buildings and be able to transmit and receive information similar to closed circuit channel or to an emergency alert system.

- Would like ability to have free Public Service announcements on cable channels.

NEEDS ASSESSMENT DISCUSSION
Seattle Community College TV
September 23, 2004
North Seattle Community College

Ross Davis, SCCTV

Must keep broadcast channel. Although a lot of content is streamed on-demand, broadcasting is critical.

One third of programming is community service.

SCCTV is self-supporting with no funding from the state or college.

Equipment is already digital, and would like to be able to broadcast in HDTV.

Already doing interactive class work.

Signal quality varies by location within the City. Fiber connection is to the UW; later will go directly to the headend.

Have capacity to run other channels out of the facility. Would be willing to work with artists on an arts channel.

Need to maintain sufficient bandwidth for future operations.

NEEDS ASSESSMENT DISCUSSION

Office of Economic Development October 7, 2004

Comcast Community Development Fund

Comcast could establish a community development fund that would support one or more of the following activities:

- ***Marketing & Promotion of the City's Neighborhood Business Districts.*** Funds could be set aside to support the development of promotional and marketing materials for the City's neighborhood business districts (e.g., Broadway, Columbia City, University District, etc). This might include special event or holiday promotions. Comcast could fund both printed materials and/or public service announcements.

- ***Wireless Hot Spots.*** Comcast could make available wireless hot-spots in key neighborhood business districts, with an overlay of wireless access on their existing infrastructure. The Wi-Fi system could be a "smart" system that could determine the location of the user and automatically direct the user to a special log-on screen tailored for the neighborhood. This screen could provide promotional information about neighborhood businesses and serve as a location for local businesses to post promotions and advertisements to users in the immediate area.

- ***Reduced Internet Access.*** Comcast could provide free or reduced price internet access to key new mixed use projects that include housing and retail in low-income neighborhoods (as identified by the City). The availability of reduced price internet access would assist in attracting residents and businesses to these projects, improving their overall market potential

- ***Equity for Catalytic Real Estate Projects in Low Income Neighborhoods.*** Comcast could provide equity for key mixed use and/or commercial projects in low-income neighborhoods (e.g., Southeast, Central Area). Development is often stalled in these neighborhoods because of prevailing market conditions that do not support the cost of development. Additional equity is often necessary to make these projects financially feasible. Comcast could provide a pool of funds available for this purpose.

The Office of Economic Development or another designated City entity could serve as the administrator of the fund under pre-established guidelines sent forth by the City and Comcast in their franchise agreement.

NEEDS ASSESSMENT DISCUSSION
SHA Managers 10/13/04

26 people attended. CTTAB members: Todd Achilles, Bill Baron, Nina Sanders

Comments:
A technician will come and leave without doing service; would like a lock box to let techs into the building.

SHA residents speak many foreign languages; would like more foreign language programming on basic tier – at a minimum Russian, Spanish, Chinese and Viet Namese.

Would like to have the J channel, but MDM does not offer; would also like closed circuit security system.

Want competition.

Would like to see a City owned and operated system.

Continue community Internet access and expand to MDM buildings. Provide community computers for residents.

Would like to see a pilot program for SHA residents for affordable Internet.